TATA CONSULTANCY SERVICES

Building on belief

Marking as a Service

Education Business Unit

Marking is an integral part of the learning process and forms the basis of constructive feedback for students. Ensuring quick turnaround as well as non-biased, accurate marking requires anonymity, technology, and a standardized approach. A digital marking service ensures quicker turnaround, thereby freeing up teachers' time for feedback and student development.
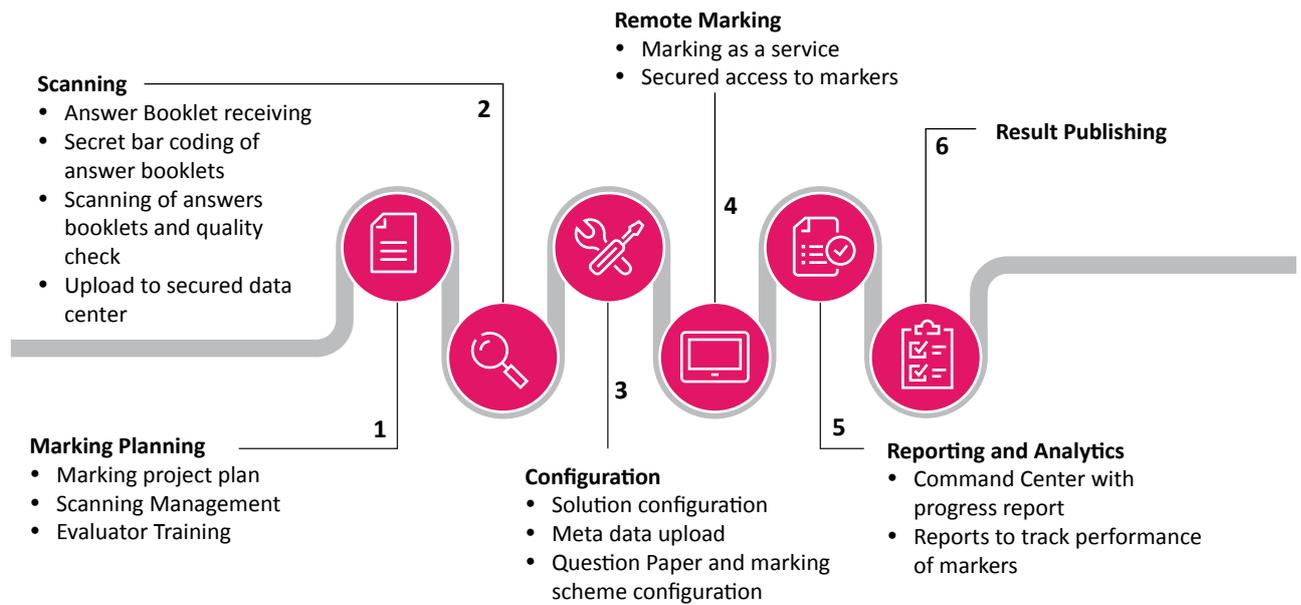
TCS' Marking as a Service enables digital marking of students' answer sheets and faster publishing of results. The solution uses a standardized approach for scanning and evaluating answer booklets, thereby reducing the turnaround time. It has an integrated analytics engine that generates reports to track the performance of evaluators, map trends, and derives actionable insights from the results.

Overview

Remote education models require an effective marking mechanism to ensure accurate assessment of students' progress and continuous tracking of outcomes to enable timely decision making about the future course of action. However, the increasing demand for re-evaluations from the students and parents require assured transparency and accuracy to further strengthen the collaboration of the multiple stakeholders in the ecosystem. Educational institutes also need to be prepared for a high inflow of students and the need to be quick, which in turn, increases the teacher workload and reduces the focus on student development and nurturing. Further, the manual and tedious marking of physical answer books is a laborious and time-consuming process, which requires secure storage throughout the evaluation process, and increases the overall cost.

TCS Marking as a Service is a digital marking solution that scans and marks students' answer booklets securely and accurately, in a timely manner. The solution follows a four-step process of marking project planning for allocation of evaluators, scanning answer booklets for quality checks, reporting and analytics to track performance, and finally, collating scores to publish results.

Marking as a Service | Delivery Approach

Scanning
- Answer Booklet receiving
- Secret bar coding of answer booklets
- Scanning of answers booklets and quality check
- Upload to secured data center

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Remote Marking
- Marking as a service
- Secured access to markers

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6 **Result Publishing**

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Marking Planning
- Marking project plan
- Scanning Management
- Evaluator Training

3

Configuration
- Solution configuration
- Meta data upload
- Question Paper and marking scheme configuration

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Reporting and Analytics
- Command Center with progress report
- Reports to track performance of markers

An Overview of TCS Marking as a Service Solution

Our Solution

The building blocks of TCS' offering are:

- **Platform:** Leverage an AI-based integrated platform that provides a superior marking experience with assistive features for ease of use, intelligent controls to prevent human errors, and community connection to access national or global best practices.

- **People:** Take advantage of the marker's hub, a pool of certified and experienced resources available on-demand, to ensure agile marking processing, leading to certainty in results publishing timelines.

- **Practices:** Our end-to-end program management solution is blended with analytics that shares insights and trends on the standardization and consistency of evaluation powered by seeding technology.

Benefits

With TCS' Marking as a Service solution, educational institutes are able to:

- **Drive cost efficiency:** Enable quicker turnaround time and ensure timely feedback by allowing on-demand evaluation anytime, anywhere.

- **Ensure process transparency:** Build a renewed confidence in the system by enabling transparency and reinforcing trust between teachers and students.

- **Leverage scalability and agility:** Expand the solution within a country or region or even outside in multiple languages and subjects, enhancing business agility.

- **Gain actionable insights:** Leverage data and analytics to gain insights that could drive future evaluation standards and deliver more personalized feedback.

- **Reduce teacher workload:** Allow more time to teachers and administration for student development and personalized feedback by decreasing the need for manual intervention.

Why TCS

A partnership with TCS can help educational institutes take advantage of the following key differentiators:

- **Investment in education and technology:** TCS is committed to providing students with continued access to education through cutting-edge technological solutions. Our solution uses a combination of technology and human evaluators across the globe and language spectrum to enable a collaborative and flexible approach to marking using technology and in-house markers or technology and remote markers.

- **Proven expertise:** Our interaction and collaboration with technology partners and other learning platforms for end-to-end service delivery has helped unlock tremendous opportunities. We have deep contextual knowledge and extensive field experience in driving digital transformation across the spectrum of educational institutions.

- **Global presence:** TCS' global presence enables a near-shore or zero distance support and ensures a smooth collaboration of people and technology. TCS iON™ platform is capable of integrating and collaborating with other learning platforms and in-house markers to ensure the overall process is accurate, quick, and seamless.

Awards and accolades